**Volunteer eBay Assistant**

Gain skills and help raise vital funds by volunteering in your local community.

Minimum time commitment: 3 hours per week

[**Email our Volunteer Manager, Beth to find out more**](mailto:BEvans@visionfoundation.org.uk?subject=Volunteering%20Enquiry:%20E-commerce%20Assistant)**.**

## About your role

Are you passionate about sustainable fashion? Do you enjoy researching where items have come from, and the stories that lie behind them? If so, Vision Foundation is waiting to hear from you.

Based in our retail office at West Norwood, you will have the opportunity to**:**

* Discover and quality check premium donations.
* Research the history of quirky and interesting finds; writing creative and captivating descriptions of items and deciding pricing.
* Style and photograph donated items for online sale.
* Packaging and dispatching items for delivery, ensuring packages are well-presented.

Full training will be given so that you can provide excellent service to our loyal customers ensuring they have a great experience online.

We particularly welcome anyone who is passionate about sight loss, or who has lived experience of visual impairment.

### Where and when

You will be based at our West Norwood eBay hub. Supporting us for as little as three hours a week would have a huge impact on our work, but if you can spare more time that would help us even more. Let us know what hours and days suit you!

### Skills needed

You don’t need special skills or experience to volunteer, just a positive attitude and a friendly approach to chatting with other people. We welcome anyone who is interested in sustainable fashion, vintage finds and charity retail; passionate about sight loss and keen to develop their skills.

### Skills you’ll gain

* Top-quality customer service experience.
* Profit-focused pricing, researching, and analytical skills.
* Stock management.
* Health and safety.
* Teamwork development.
* Communication skills.
* Many opportunities to enhance your CV.
* Experience in a disability charity.

### Support you’ll get

* Volunteer induction into Vision Foundation.
* Relevant training to do your role efficiently and safely.
* One to one support and regular catch ups with your manager.
* Agreed out of pocket expenses (if you have any).
* Reasonable adjustments to make the role accessible to you.
* A work-related reference for you.

### Safeguarding

Safeguarding is everyone’s responsibility. Vision Foundation is committed to safeguarding and promoting the welfare and wellbeing of children and adults at risk, whether receiving services or being staff or volunteers. It expects all trustees, staff and volunteers to share this commitment.

You can read more about our charity and the work we do here:

<https://www.visionfoundation.org.uk/about-us/>